

Communication Framework

Information Sharing Guidelines

The regional network aims to maintain regular communication while adapting the frequency and format based on the nature and priority of the information. The goal is to ensure that stakeholders are informed, engaged, and encouraged to actively participate in the North East CSS sector's initiatives.

This document outlines the Information Sharing guidelines for the North East HCC Regional Network. It defines the types of information to be shared, the frequency of sharing, and responsibilities for participating stakeholders. (The Regional Network, Local Tables, Ontario Health, Work Groups, Leadership Council, CSS Agencies, and the Innovation Center.)

It is important to note that these guidelines serve as a framework, and in certain circumstances, there may be a need for alternative means of communication. Individuals are encouraged to reach out to the Innovation Center at any time for assistance or clarification.

Collaborative Communication Channels

Regional Network:

Information Shared:

- Identified regional issues, action items and outcomes
- Ontario Health updates
- Local Table updates and outcomes
- Work Group updates and outcomes
- Other information to be shared based on priority
- *Advising OH-NE of regional issues and recommendations*

Frequency:

- Bi-Monthly
 - Co-Chairs will update the Network membership at the meeting
 - Minutes posted to the portal within 5 days of meeting
- As required
 - Innovation Centre will post to the appropriate location based on the priority level of the information. (i.e, Website, Portal)
 - Innovation Centre will communicate out to necessary stakeholders as required via e-mail.
- Quarterly
 - Co-chairs will provide quarterly update about the strategic plan and the regional business. Including regional success stories and information.
 - Report, recorded webinar
- Annually
 - Annual General Meeting updates reported out to the sector
 - Webinar, conference, in-person/virtual meeting.

Local Tables:

Information Shared:

- Identified regional issues
- Workplan updates
- Regional Network updates
- Health System Partner Updates
- Other information to be shared based on priority
- Local Network representatives on the Regional Network will participate in the Annual General Meeting

Frequency:

- Bi-Monthly
 - Chairs will update the Network membership at the meeting
- As required
 - Innovation Centre will post to the appropriate location based on the priority level of the information. (i.e, Website, Portal)
 - Innovation Centre will communicate out to necessary stakeholders as required via e-mail.
- Quarterly
 - Chairs will provide quarterly updates they would like shared with the sector to the Regional Network Chairs via the Innovation Centre. Including local success stories and information.
 - Report, recorded webinar
- Annually
 - Annual General Meeting updates reported out to the sector
 - Webinar, conference, in-person/virtual meeting.
 - The Local Tables will provide a summary report of activities to be presented at the AGM.

Ontario Health:

Information Shared:

- Shared information and updates as deemed necessary
- Requests for information or support on specific projects or activities requested by OH

Frequency:

- As required
 - Updates at Regional Network meetings
 - Innovation Centre will post to the appropriate location based on the priority level of the information. (i.e, Website, Portal)
 - Innovation Centre will communicate out to necessary stakeholders as required via e-mail on behalf of OH representative or Regional Network Chairs.

Work Groups:

Information Shared:

- Updates and action items from the Work group
- Concerns or risks from
- Successes and ideas for future work

Frequency:

- Bi-Monthly
 - If relevant, updates will be shared at the local and/or regional level
- As required
 - Innovation Centre will collect and disseminate as required based on the priority level. (i.e., Website, Portal, quarterly updates, AGM)
- Quarterly
 - Chairs will provide quarterly updates they would like shared with the sector to the Innovation Centre. Including local success stories and information.
 - Report, recorded webinar
- Annually
 - Annual General Meeting updates reported out to the sector
 - Webinar, conference, in-person/virtual meeting.
 - Work Groups will provide a summary report of activities to be presented at the AGM.

Leadership Council

Information Shared:

- Updates and action items from the Council
- Concerns or risks
- Successes and ideas for future work
- *Advising OH-NE of regional issues and recommendations*

Frequency:

- Bi-Monthly
 - If relevant, updates will be shared at the regional level
- As required
 - Innovation Centre will collect and disseminate as required based on the priority level. (i.e., Website, Portal, quarterly updates, AGM)
- Quarterly
 - Chair will provide quarterly updates they would like shared with the sector to the Innovation Centre. Including local success stories and information.

- Report, recorded webinar
- Annually
 - Annual General Meeting updates reported out to the sector
 - Webinar, conference, in-person/virtual meeting.
 - Work Groups will provide a summary report of activities to be presented at the AGM.

CSS Agencies:

Information Shared:

- Local issues or information shared at the Local Table meetings to be moved up to Regional and if necessary OH.
- Success stories, Innovative initiative, or shared resources to be shared with the Innovation Centre.
- Regional/Local challenges

Frequency:

- As required
 - Innovation Centre will collect and disseminate as required based on the priority level. (i.e., Website, Portal, quarterly updates, AGM)

Innovation Center:

Information Shared:

- Success stories, challenges, training opportunities, and other relevant content
- Project/Activity updates
- Resources and training opportunities
- Sector specific updates

Frequency:

- Ongoing and regularly updated
- Innovation Centre will communicate out to necessary stakeholders as required via all required channels on behalf of the Centre and relevant stakeholders.